



Standard Operating Procedure

Title: Meter Testing – 5/8-inch to 2-inch meters
Effective Date: March 5, 2021
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Objective/Scope:	Provide definitive resolution as to the accuracy of a customer's water meter as it relates to the Customer's utility bill with the City
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Process:

- I. Requested by the Customer or offered by Utility Billing (UB) Staff to water meter test Customer's water meter.
- II. Based on meter size, 2-inch and smaller water meters will be pulled for meter testing; 3-inch and larger will be tested at meter location.
- III. UB Staff initiates a Meter Test work order. The services include the following: collect meter profile, exchange the water meter with a temporary meter, and provide customer water meter to Third-party meter testing company test Customer's water meter.
- IV. Prior to exchanging the water meter, Meter Services pulls a meter profile (40-day meter usage analysis) from the Customer's meter. Upon completion of the download, Meter Services exchanges the Customer's water meter with a temporary water meter. Meter Services completes the work order inputting the meter reading from the Customer's water meter, meter profile available to process, and the installation of the temporary water meter's information (i.e. meter reading, meter number, date of installation).
- V. UB processes and reviews the Customer's meter profile.
- VI. Meter Services notifies third-party meter testing company for pick up for meter testing.
- VII. Third-party meter testing company picks up the Customer's water meter within 1 to 3 business days from notification. Third-party meter testing company test each water meter based on the American Water Works Association (AWWA) current testing standards. Tested Customer meter returned to Meter Services with meter testing reports within 3 to 6 business days.
- VIII. Meter Services reviews the meter testing reports for proper testing flow rate. If correct, the reports are forwarded to UB. If incorrect, Meter Services reviews the testing parameters to verify accuracy of test. In the event testing parameters were found to be inaccurate, the meter is then retested. If the meter parameters were accurate, the meter is replaced. UB contacts the customer to discuss the water meter test results.
 - a. If the meter tested accurately, +/- 1.5% of 100%:

Meter Services initiates a work order to pull the water meter profile for the temporary meter and re-installs the Customer's water meter. Completing the work order with temporary meter's reading and re-installation date for Customer's meter.

UB Staff processes and reviews the temporary meter's profile. Informs the customer the meter tested accurately, and their utility account will remain unchanged. The temporary meter's reading (installed meter reading and pulled meter reading) is used to bill the customer for usage on the temporary meter. Utility Billing emails the water meter test results, Customer's tested water meter profile, temporary water meter's profile, and the Customer's billing history chart.

b. If the meter tested inaccurately, +1.6% of 100%:

Meter Services initiates a work order to pull the water meter profile for the temporary meter and installs a new water meter. Completing the work order with temporary meter's reading and the new water meter's installation date and meter number. The Customer's inaccurate water meter is returned to the manufacturer under warranty.

UB Staff processes and reviews the temporary meter's profile, informs the customer the meter tested inaccurately, and their utility account will be adjusted accordingly. The temporary meter's readings (installed meter reading and pulled meter reading) are used to bill the customer for usage on the temporary meter. Utility Billing emails the water meter test results, temporary water meter's profile, the Customer's billing history chart, and the billing adjustment amount.

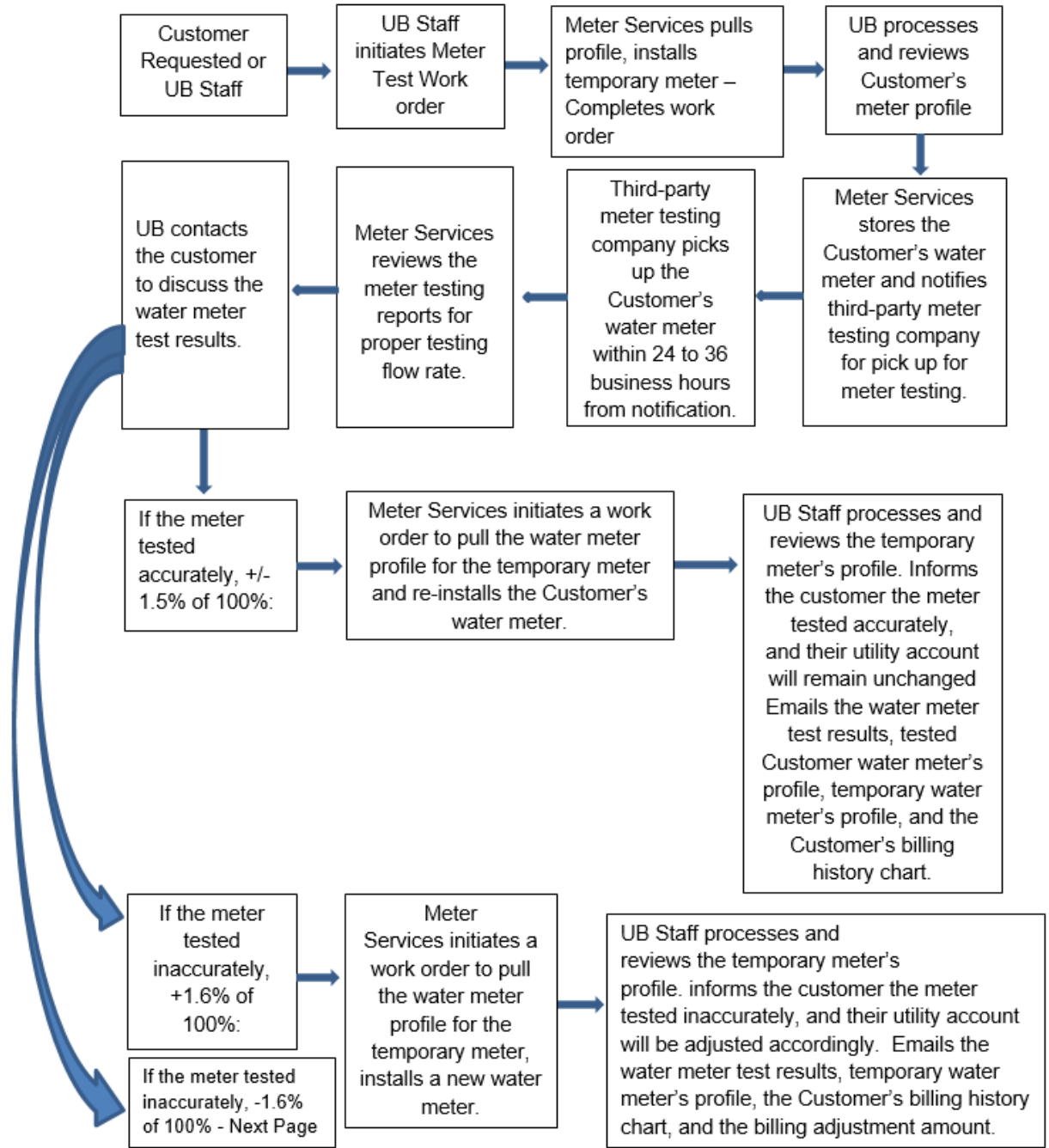
c. If the meter tested inaccurately, -1.6% of 100%:

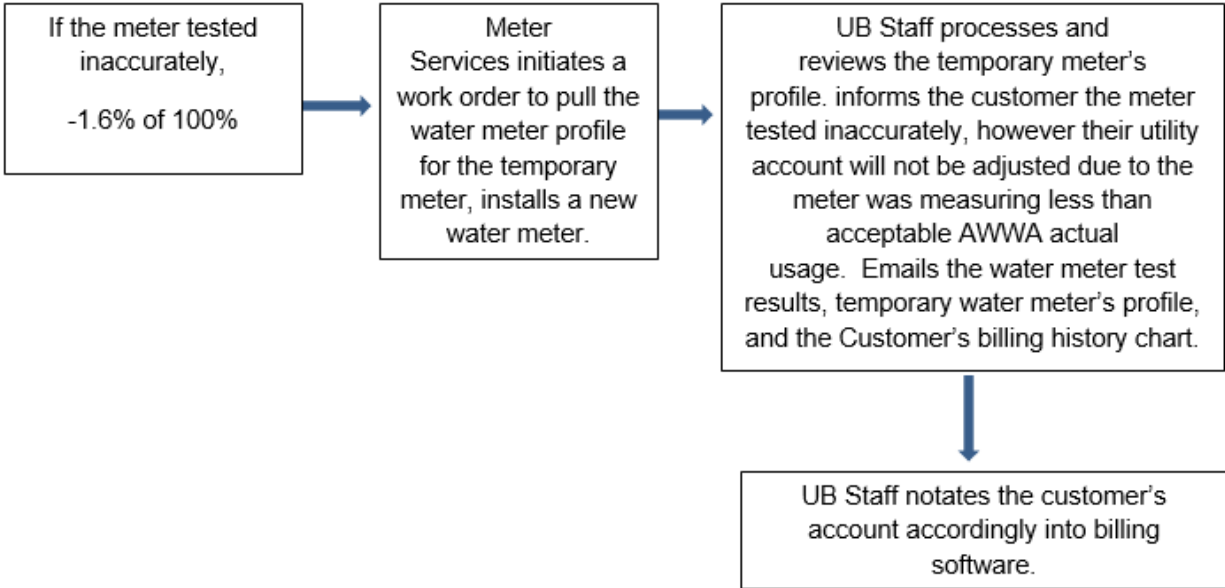
Meter Services initiates a work order to pull the water meter profile for the temporary meter and installs a new water meter. Completing the work order with temporary meter's reading and the new water meter's installation date and meter number. The Customer's inaccurate water meter is returned to the manufacturer under warranty.

UB Staff processes and reviews the temporary meter's profile and informs the customer the meter tested inaccurately. However their utility account will **not** be adjusted due to the meter measuring less than acceptable AWWA actual usage. The temporary meter's readings (installed meter reading and pulled meter reading) are used to bill the customer for usage on the temporary meter. Utility Billing emails the water meter test results, temporary water meter's profile, and the Customer's billing history chart.

IX. UB Staff notates the customer's account accordingly into billing software.

Process Map for 2-inch water meters and smaller:





Related Documents/Forms:

<i>Title/Type</i> <i>Date</i>	<i>Meter Testing Memorandum</i> <i>2/2/2021</i>
<i>Title/Type:</i> <i>Date</i>	